

What can I do if I have concerns about a school or service?

All the services and schools accredited by or registered with us will have a complaints procedure, which you can use to try and resolve your concerns.

Autism Accreditation does not have the authority to mediate or provide an independent resolution.

The National Autistic Society's **Autism Helpline** may be able to offer advice if you wish to complain about a service. Tel: 0808 800 4104. **Our Education Rights Service** can offer advice about the educational rights and entitlements of children with autism. Tel: 0808 800 4102. Both helplines are open Monday-Friday, 10am-4pm.

Can Autism Accreditation help to develop new services?

Plenty of people who work in accredited services have experience of starting a new service. Autism Accreditation standards can also provide a guide to new services as they develop. However, we cannot actually set up new services ourselves.

Contact us

Autism Accreditation
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Tel: 0117 974 8420
Email: accreditation@nas.org.uk
www.autism.org.uk/accreditation



Autism Accreditation Information for parents and carers

The National Autistic Society is charity registered in England and Wales (269425) and in Scotland (SC039427)

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What is Autism Accreditation?

Autism Accreditation is a development programme for services and schools that support children or adults with autism.

The programme sets standards of good practice which services aim to meet. If a service reaches the required standards, it is awarded Accredited status and can use the Autism Accreditation Kitemark. This indicates that it provides a high quality of autism-specific care.



"Good meetings with everybody involved in [supporting] my child's needs, always open, honest and informative."



"My interests are recognised."

Why is accreditation important?

Accredited services follow the latest standards of good practice for supporting people with autism, and are committed to continually improving the support they provide. Accreditation can provide reassurance and peace of mind when you are choosing a service for a person with autism.

You can search for autism services throughout the UK on the Autism Services Directory www.autism.org.uk/directory. This will tell you if a service is accredited.

You may notice that some services are 'Registered' with Autism Accreditation. This means they are working towards meeting our good practice standards, but are not yet accredited.



"I am very happy with the support my child gets as they really understand his condition and him."

How do we involve you in the accreditation process?

Services are reviewed at least every three years to make sure that the level of care they provide remains consistent.

When a service is being reviewed, people with autism, their parents and carers all complete a confidential questionnaire. Your responses form part of the review report and help to determine if a service is awarded accredited status or remains accredited.